

**DEPARTMENT OF SOCIAL AND HEALTH SERVICES  
MEDICAL ASSISTANCE ADMINISTRATION  
Olympia, Washington**

**To:** All Providers  
Managed Care Plans  
CSD Regional Administrators  
HCS Regional Administrators  
CSO Administrators

**Memorandum No. 04-78 MAA**

**Issued: October 25, 2004**

**For further information, call:  
1-800-562-6188**

**From:** Douglas Porter, Assistant Secretary  
Medical Assistance Administration (MAA)

**Subject: Mandatory Managed Care Program for GAU Clients in King and Pierce Counties**

<p><b>Effective for dates of service on and after December 1, 2004, MAA will enroll all General Assistance-Unemployable (GAU) clients residing in King and Pierce counties in a mandatory managed care program with Community Health Plan of Washington (CHPW).</b></p>
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**When is the mandatory managed care program effective and which health plan is available to GAU clients?**

Effective for dates of service on and after December 1, 2004, the Medical Assistance Administration (MAA) will enroll all General Assistance-Unemployable (GAU) clients in King and Pierce counties into a mandatory managed care program in accordance with WAC 388-538-063. The Community Health Plan of Washington (CHPW) will be the only participating health plan for this program. CHPW will provide a medical home to GAU clients through their network of primary care providers and pharmacies.

GAU clients must use CHPW's providers for primary care and pharmacy services. These services will be covered by CHPW. CHPW primary care providers will make appropriate referrals to specialists and facilities that have a core provider agreement with MAA. MAA will continue to pay for these and other covered services for GAU clients through MAA's regular fee-for-service process but only when referred by a CHPW primary care provider.

Medical evaluations for potential GAU clients are not part of this mandatory managed care program and will continue to be arranged by the Community Service Offices (CSO).

**When will GAU clients be enrolled in this mandatory managed care program?**

MAA will automatically enroll current GAU clients in the mandatory managed care program in December 2004. A new GAU client will be enrolled the month after the client is determined eligible for GAU.

## How will GAU clients be identified on the DSHS Medical ID card?

- GAU clients who are enrolled in this managed care plan will have the letters “**CHPG**” listed in the HMO column on their DSHS Medical Identification (ID) cards. CHPW’s telephone number will also be listed in the lower right-hand corner of the DSHS Medical ID card.
- Enrollees must select a primary care provider/clinic from CHPW and will receive a CHPW Plan ID card with the primary care provider information.
- If there is nothing listed in the HMO column, the GAU client is fee-for-service for the entire month.

## Can GAU clients be exempted from managed care enrollment?

Yes.

- Native Americans and Alaska Natives can be exempted from managed care at any time upon their request.
- Other clients can be exempted from enrollment upon their request when enrollment would cause an interruption of treatment that could jeopardize the client’s life, health or ability to attain, maintain, or regain maximum function. MAA considers requests for exemption on a case-by-case basis.

Clients must call MAA at -800-794-4360 to request an exemption.

## How are nursing facility clients affected by this mandatory managed care program?

Clients living in a nursing facility before December 1, 2004, and any future GAU clients who are placed in a nursing facility before they are enrolled in CHPW are exempt from enrollment in managed care.



**Note:** DSHS Home and Community Services (HCS) authorizes placement of GAU clients into nursing facilities, but nursing facility providers serving these GAU clients must coordinate care with CHPW if the client’s Medical ID card lists “**CHPG**” in the HMO column. MAA will mail additional details about these requirements to nursing facility providers in King and Pierce counties by November.

## What services require authorization or notification?

### *Services Through CHPW*

- **Referrals** to specialists for consultation and treatment require prior authorization from the CHPW primary care provider or clinic.
- **Hospital admissions** require notification to CHPW. To notify CHPW of a hospital admission, fax CHPW at 1-206-613-8873 or call 1-800-440-1561.



**Note:** Prescription drugs are available through Express Scripts, Inc. CHPW uses a formulary that is available at [www.CHPW.org](http://www.CHPW.org), or you may request a copy by calling 1-800-440-1561. Medications for the treatment of HIV/AIDS will remain fee-for-service and are billed to MAA via the Point of Sale (POS).

### *Services Through MAA*

- MAA's current Prior Authorization and Expedited Prior Authorization guidelines published in MAA's current Billing Instructions remain in effect for all services not covered by CHPW.

## Where can I find a list of the CHPW GAU primary care providers?

Visit the CHPW web site at [www.CHPW.org](http://www.CHPW.org) for a list of providers in CHPW's GAU primary care provider network in King and Pierce counties.

CHPW primary care providers must refer a patient for specialty care. Specialists must have a core provider agreement with MAA if they provide services to a managed care GAU client.

## Who do I call if I have questions?

For questions about **claims**, call:

**MAA**  
1-800-562-6188

For questions about **primary care provider assignments**, call:

**CHPW**  
1-800-440-1561

For questions about **provider grievances and appeals**, call:

**CHPW**  
1-800-440-1561

## How can I get MAA's provider issuances?

To obtain DSHS/HRSA provider numbered memoranda and billing instruction, go to the DSHS/HRSA website at <http://hrsa.dshs.wa.gov> (click *the Billing Instructions and Numbered Memorandum* link). These may be downloaded and printed.